

Forwarding this after-hours email to all the parties. This is message 1 of 2 received last night.

From: payne_1991@charter.net [mailto:payne_1991@charter.net]

Sent: Wednesday, August 20, 2014 7:29 PM

To: Randall.Dong; ccambel@regstaff.sc.gov

Subject: RE: Docket No: 2014-332-E

I would like to make it perfectly clear that I did not and will not drop the complaint. I told Chad at Regulatory Staff that it would be impossible for me to attend a hearing with the health condition of my husband. I too, have been going through various testing for my heart. I cannot drive to Columbia. My husband cannot travel there, and I cannot leave him alone.

I do expect that Chad will resolve this matter, and/or SC Utilities Commission will. Chad called me to ask if I wanted a hearing, he did not mention the drop of the complaint.

If I do not get results with the situation that Duke Energy imposed upon us on May 19, 2014, and charged me for a deposit when the statement clearly said "if not paid by Jan 14, 2014, if payment not received you must pay . . .". The bill was paid on Jan 13, 2014 in the amount of @ . (information was attached to letter to SCUC.)

This is a very frustrating experience and I will seek legal counsel if need be.

Vanessa Stiles Payne

On Wed, Aug 20, 2014 at 12:55 PM, Randall.Dong wrote:

Brian, thanks for the email. That withdrawal will be taken care of at the next Commission meeting. Because a consumer complaint contains in it the complainant's prefiled testimony, it cannot be dismissed by hearing examiner directive under the existing regulations. I appreciate you bringing it to our attention.

--Randall

From: Franklin, Brian L [<mailto:Brian.Franklin@duke-energy.com>]

Sent: Wednesday, August 20, 2014 11:29 AM

To: Randall.Dong; Joseph.Melchers

Cc: Campbell, Chad; Sharpe, April; Yarbrough, Barbara G; Bateman, Andrew; payne_1991@charter.net

Subject: RE: Docket No: 2014-332-E

Importance: High

Randall or Joseph: I hope you both are well. I'm just checking in on Ms. Payne's desire to withdraw her complaint. I haven't seen anything in the docket regarding Ms. Payne's request for a withdrawal or a Hearing Officer Directive on the matter, and I wanted to make sure I hadn't missed something. Please let me know when you have a chance. Thanks.

Brian

Brian L. Franklin

Associate General Counsel

Duke Energy Corporation

(: (980) 373-4465 (office)

7 : (980) 373-8534 (fax)

Brian.Franklin@duke-energy.com

Duke-Energy-Logo-4c

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From: Bateman, Andrew [<mailto:abateman@regstaff.sc.gov>]

Sent: Thursday, August 07, 2014 3:00 PM

To: Franklin, Brian L; Randall.Dong; Joseph.Melchers

Cc: Campbell, Chad; Sharpe, April

Subject: FW: Docket No: 2014-332-E

*** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ***

All,

Please see Ms. Payne's e-mail below. I am aware that some people did not receive the e-mail that she sent this morning. As such, I have forwarded a copy of it.

Thank you,

Andrew

From: Campbell, Chad

Sent: Thursday, August 07, 2014 12:27 PM

To: Bateman, Andrew

Subject: FW: Docket No: 2014-332-E

From: payne_1991@charter.net[mailto:payne_1991@charter.net]

Sent: Thursday, August 07, 2014 12:25 PM

To: Campbell, Chad

Subject: FW: Docket No: 2014-332-E

----- Begin forwarded message -----

Subject: Docket No: 2014-332-E

Date: 8/7/14 11:21:27 AM

From: payne_1991@charter.net

To: abatemen@regstaff.sc.gov, ccampbel@regstaff.sc.gov, randall.dong@osc.sc.gov,
joseph.melchers@psc.sc.gov, brian.franklin@duke-energy.com

I Vanessa S. Payne withdraw my complaint. Office of Regulatory Staff is working to resolve my concerns.

Thank you,

Vanessa S. Payne

From: Randall.Dong
Sent: Thursday, August 21, 2014 2:45 PM
To: Franklin, Brian L (Brian.Franklin@duke-energy.com); Shafeek-Horton, Timika (Timika.Shafeek-Horton@duke-energy.com); Bateman, Andrew
Cc: payne_1991@charter.net
Subject: FW: Docket No: 2014-332-E

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Sent: Wednesday, August 20, 2014 7:31 PM
To: Randall.Dong
Subject: RE: Docket No: 2014-332-E

Copy of e-mail sent to Chad on 8/18/2014

Chad,

I did not want to have a hearing, I wanted the SCUC to know what we had endured with Duke Energy. And that my complaint be heard and taken seriously. I also want it to be known that it would be impossible for me travel to Columbia with my husbands health condition, and the fact he can not travel to there. I would not leave him alone. We have no family here to assist me with his care.

I also want it to be known this is no way excuses Duke Energy with the actions of the last cut off, when we were locked from our home, and that the young man had no concern that he had done so. With my husbands recent heart surgery, stent surgery, and PTSD, it upset him greatly. He just had his 3rd major surgery July 24, 2014. He is due another one this fall.

I will also say, that I am sure there is a type of medical alert with Duke, not just on paper. If there is not, I am planning to contact my Legislators in reference to such for the safety of those with severe medical conditions.

It in no way means that payments be excused, but that Duke will work more digently with their customers who do have severe health conditions. That their customer representative be trained and educated in how to handle special needs, and senior citizens customers. To work with those customers

in any form possible. To be considerate that customers do fall behind due to illnesses, loss of job, or other hardship situations, not because they do not want to pay for the use of power.

My husband is a Senior citizen, we live on a fixed income. Therefore, our money does not always fall within due dates. We do not, and will not ignore our responsibility to pay our bills.

I do expect that your office will handle this situation, and inform me of the progress and any solutions available. If not, I will proceed with whatever means I have to get this resolved.

Your assistance in this matter is greatly appreciated.

If you have any questions, please do not hesitate to contact me.

Vanessa S. Payne

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Cc: Campbell, Chad; Sharpe, April; Yarbrough, Barbara G; Bateman, Andrew; payne_1991@charter.net

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Vanessa S. Payne